



CENTER  
FOR  
MANAGEMENT DEVELOPMENT

Palm Coast, Florida

*PERFORMANCE WORK STATEMENT*  
*for*  
*ADMINISTRATIVE AND MANAGEMENT SUPPORT SERVICES*

Table of Contents

<b>C.1. GENERAL</b>	<b>4</b>
<b>C.1.1. SUPPORT SERVICES - GENERAL</b>	<b>4</b>
<b>C.1.2. CONTRACTOR PERSONNEL</b>	<b>4</b>
C.1.2.1. ADMINISTRATIVE, MANAGERIAL, AND SUPERVISORY	4
C.1.2.2. SECURITY AND SUITABILITY DETERMINATIONS	4
<b>C.1.3. RIGHT OF REJECTION</b>	<b>4</b>
<b>C.1.4. QUALITY CONTROL</b>	<b>4</b>
C.1.4.1. FAA QUALITY ASSURANCE PROGRAM	5
<b>C.1.5. CONTRACTOR PERSONNEL PERFORMANCE</b>	<b>5</b>
C.1.5.1. CONTRACTOR TASK PERFORMANCE	5
C.1.5.2. CONTRACTOR PERSONNEL QUALIFICATIONS	5
<b>C.1.6. CONTRACTOR PERSONNEL SUPERVISION</b>	<b>5</b>
<b>C.1.7. CONTRACTOR PERSONNEL CONDUCT</b>	<b>5</b>
<b>C.1.8. RIGHT TO REVISE WORKLOAD</b>	<b>5</b>
<b>C.1.9. TRANSITION PLAN</b>	<b>5</b>
<b>C.1.10. PHASE-OUT ACTIVITIES</b>	<b>6</b>
<b>C.1.11. OBSERVANCE OF LEGAL HOLIDAYS AND ADMINISTRATIVE LEAVE</b>	<b>6</b>
<b>C.2. DEFINITIONS (Reserved)</b>	<b>6</b>
<b>C.3. GOVERNMENT-FURNISHED FACILITIES, EQUIPMENT, MATERIALS, AND SERVICES</b>	<b>6</b>
<b>C.4. CONTRACTOR-FURNISHED PROPERTY</b>	<b>6</b>
<b>C.5. SPECIFIC TASKS</b>	<b>7</b>
<b>C.5.1. SCOPE</b>	<b>7</b>
C.5.1.1. GENERAL	7
C.5.1.2. TIME AND LOCATION OF PERFORMANCE	7
<b>C.5.2. TASK A - MEDIA SERVICES</b>	<b>7</b>
C.5.2.1. TELEVISION	7
C.5.2.2. GRAPHIC PRODUCTION	8
C.5.2.3. DOCUMENT PRODUCTION	8
C.5.2.4. INSTRUCTIONAL TECHNOLOGY	9
C.5.2.5. EDITORIAL SERVICES	9
<b>C.5.3. TASK B - LIBRARY SERVICES</b>	<b>10</b>
C.5.3.1. RESIDENT LIBRARY	10
C.5.3.2. LENDING LIBRARY	10
<b>C.5.4. TASK C - LOGISTICS SERVICES</b>	<b>11</b>
C.5.4.1. PROCUREMENT	11

**DRAFT - DRAFT - DRAFT - DRAFT - DRAFT - DRAFT - DRAFT - DRAFT - DRAFT**

C.5.4.2. PROPERTY MANAGEMENT	11
C.5.4.3. SHIPPING AND RECEIVING	12
C.5.4.4. DISTRIBUTION	12
C.5.4.5. STOCKING	12
C.5.4.6. DOCUMENT REPRODUCTION	13
<b>C.5.5. TASK D - MEETING SUPPORT SERVICES</b>	<b>13</b>
C.5.5.1. VIDEO CONFERENCE	13
<b>C.5.6. TASK E - RESEARCH AND EVALUATION SERVICES</b>	<b>13</b>
C.5.6.1. COURSE AND PROGRAM EVALUATION	13
C.5.6.2. EVALUATION DESIGN	13
C.5.6.3. DATA COLLECTION	14
C.5.6.4. DATA ANALYSES	14
<b>C.5.7. TASK F - ADMINISTRATIVE SERVICES</b>	<b>14</b>
C.5.7.1. CLERICAL	14
C.5.7.2. DATA ENTRY	15
<b>C.5.8. TASK G - INFORMATION SERVICES</b>	<b>15</b>
C.5.8.1. NETWORK SUPPORT	15
C.5.8.2. SOFTWARE SUPPORT	15
<b>C.5.9. TASK H - ORGANIZATIONAL HEALTH SERVICES</b>	<b>16</b>
C.5.9.1. HEALTH SCREENING SERVICES	16
C.5.9.2. HEALTH INFORMATION	16
C.5.9.3. WELLNESS ACTIVITIES	16
C.5.9.4. EMERGENCY MEDICAL SERVICE PERSONNEL	16
<b>C.5.10. TASK I - SUPPORT SERVICES COORDINATION</b>	<b>16</b>
C.5.10.1. ON-SITE COORDINATOR SERVICES	16
C.5.10.2. TRANSPORTATION SERVICES	16
<b>C.5.11 TASK J - TRAVEL SERVICES</b>	<b>17</b>
C.5.11.1. LOCAL AREA TRAVEL	17
C.5.11.2. OUTSIDE LOCAL AREA TRAVEL	17
C.5.11.3. TRAVEL COSTS	17

**DRAFT - DRAFT - DRAFT - DRAFT - DRAFT - DRAFT - DRAFT - DRAFT - DRAFT**

DTFA-02-97-R-90033

Attachment 1

Administrative & Management Support Services, CMD, Palm Coast Florida

Performance Work Statement

May 1997

**C.1. GENERAL**

**C.1.1. SUPPORT SERVICES - GENERAL**

The contractor shall administer, manage, and accomplish the work defined in the succeeding tasks of this Performance Work Statement (PWS) or subsequent tasks as may be defined. Except as otherwise stated in this PWS, the contract shall be performed using facilities, equipment, and materials provided or arranged for by the Government. Physical facilities may be located at the Federal Aviation Administration (FAA) Center for Management Development (CMD), Palm Coast, Florida, or at selected FAA field sites or other facilities arranged for by the Government.

**C.1.2. CONTRACTOR PERSONNEL**

**C.1.2.1. ADMINISTRATIVE, MANAGERIAL, AND SUPERVISORY**

The contractor shall furnish all administrative, managerial, and supervisory personnel necessary to effectively perform the contract. These personnel shall include a number dedicated core staff sufficient to assure that the contractor shall provide uninterrupted performance at the required quality levels of the PWS. The contractor shall provide at least one full-time project management person, who shall have the authority to represent the contractor in dealing with the on-site FAA Contracting Officer's Technical Representative (COTR) and the Contracting Officer (CO.) The contractor's project management office shall be open during normal business hours (8 AM through 5 PM, Monday through Friday) except on Federal Holidays. A contract management representative shall be on duty during normal working hours.

**C.1.2.2. SECURITY AND SUITABILITY DETERMINATIONS**

The Contracting Officer may normally require a security and/or suitability investigation of contractor/subcontractor personnel, at any time under this contract. When notified of this requirement, the contractor shall ensure that each contract employee completes such security forms as are furnished by the Contracting Officer.

**C.1.3. RIGHT OF REJECTION**

The Contracting Officer may, in writing, require the contractor to relieve from duty any contractor personnel whose performance under the contract is considered to be unsatisfactory or who is otherwise objectionable to the FAA as an employee.

**C.1.4. QUALITY CONTROL**

The contractor shall prepare, implement, and maintain a quality control plan that outlines a system which will assure quality is assessed in both services and products, and provides for appropriate action to be taken throughout the contract period. A final copy of the contractor's quality control plan shall be furnished to the Contracting Officer at the start of performance and as changes occur.

**C.1.4.1.                      FAA QUALITY ASSURANCE PROGRAM**

The FAA shall administer a quality assurance program encompassing all tasks addressed in this PWS. This program will be administered independently of any contractor evaluation and measurement activities. The FAA Quality Assurance Program shall not be considered a replacement or substitute for contractor accomplishment or monitoring for quality performance of all activities.

**C.1.5.                      CONTRACTOR PERSONNEL PERFORMANCE**

**C.1.5.1.                      CONTRACTOR TASK PERFORMANCE**

The contractor shall provide the necessary qualified personnel to conduct the tasks defined in the tasks section of this PWS.

**C.1.5.2.                      CONTRACTOR PERSONNEL QUALIFICATIONS**

The contractor shall train and maintain the minimum number of qualified personnel and provide such personnel to perform the tasks described herein. Refer to Technical Exhibit 1 for estimated workloads. Personnel qualifications are specified in paragraphs C.5.2 through C.5.12 of this PWS.

**C.1.6.                      CONTRACTOR PERSONNEL SUPERVISION**

The contractor shall designate supervisory personnel to satisfactorily meet task outcomes. Contract supervisors will provide day-to-day supervision of contract personnel including, but not limited to, those personnel performing work assignments, work monitors, payroll records, leave, etc. For requirement for on-site management authority, see C.1.2.1. FAA personnel will not supervise contractor personnel. The FAA will provide technical, program, and policy guidance through the Manager of CMD, and his/her staff, who will be located at CMD.

**C.1.7.                      CONTRACTOR PERSONNEL CONDUCT**

Contractor personnel shall adhere to all policies and procedures established by the Government which apply to contractor employees.

**C.1.8.                      RIGHT TO REVISE WORKLOAD**

The FAA reserves the right to modify the number and type of services to be provided.

**C.1.9.                      TRANSITION PLAN**

Uninterrupted delivery of the services required by this PWS is critical to the FAA and CMD. Consequently, it is imperative that transition to performance under this PWS be accomplished in a well-planned, orderly, efficient manner. For purposes of this PWS, the transition period shall be defined as the period between contract award to total performance of all requirements, in this case, no more than thirty (30) days.

**C.1.10. PHASE-OUT ACTIVITIES**

At the conclusion of any performance period, including option periods or extensions, the services provided under this PWS may be awarded to another contractor. The contractor in place shall be required to assist in the phase-in activities required for any subsequent contractor.

**C.1.11. OBSERVANCE OF LEGAL HOLIDAYS AND ADMINISTRATIVE LEAVE**

The contractor shall normally not be required to work on holidays. Following is a list of U.S. Federal holidays:

- a. New Year's Day, January 1
- b. Martin Luther King's birthday, the third Monday in January
- c. President's Day, the third Monday in February
- d. Memorial Day, the last Monday in May
- e. Independence Day, July 4
- f. Labor Day, the first Monday in September
- g. Columbus Day, the second Monday in October
- h. Veteran's Day, November 11
- i. Thanksgiving Day, the fourth Thursday in November
- j. Christmas Day, December 25
- k. Any other day designated by Federal statute, executive order, or Presidential proclamation.

Adverse weather conditions or national emergencies may require the CMD to close, for which the FAA would not pay the contractor additional compensation.

**C.2. DEFINITIONS (Reserved)**

**C.3. GOVERNMENT-FURNISHED FACILITIES, EQUIPMENT, MATERIALS, AND SERVICES**

The Government will provide, except as elsewhere noted as contractor-furnished: space, furnishings and equipment to carry out contract performance, utilities, supplies, and telephone service for the contractor's on-site project management office.

The contractor shall establish and enforce procedures that will safeguard and prevent unofficial or unauthorized use of all Government-furnished property within its control. Procedures established shall comply with existing agency security regulations.

**C.4. CONTRACTOR-FURNISHED PROPERTY**

The contractor shall provide required personnel, document reproduction equipment as indicated in paragraph C.5.4.6, and ground transportation as indicated in paragraph C.5.10.2.

**C.5. SPECIFIC TASKS**

**C.5.1. SCOPE**

The contractor shall provide all qualified personnel necessary to administer and conduct the services addressed in C.5 of this PWS.

**C.5.1.1. GENERAL**

The tasks shall be performed in accordance with the standards presented in this section of the PWS and Technical Exhibit 1 (TE1). The TE1 provides estimated workload information applicable to the services required in this contract. Specific tasks are defined in the following functional areas:

TASK A	MEDIA SERVICES	(C.5.2)
TASK B	LIBRARY SERVICES	(C.5.3)
TASK C	LOGISTICS SERVICES	(C.5.4)
TASK D	MEETING SUPPORT SERVICES	(C.5.5)
TASK E	RESEARCH AND EVALUATION SERVICES	(C.5.6)
TASK F	ADMINISTRATIVE SERVICES	(C.5.7)
TASK G	INFORMATION SERVICES	(C.5.8)
TASK H	ORGANIZATIONAL HEALTH SERVICES	(C.5.9)
TASK I	SUPPORT SERVICES COORDINATION	(C.5.10)
TASK J	TRAVEL SERVICES	(C.5.11)

**C.5.1.2. TIME AND LOCATION OF PERFORMANCE**

Normal duty hours for contractor personnel shall be between 8:00 a.m. and 5:00 p.m., local time, during regular workdays of the week, Monday through Friday. Performance will be at the CMD, Palm Coast, Florida, at selected FAA field sites or at other sites arranged by the FAA, such determinations to be made by the FAA.

**C.5.2. TASK A - MEDIA SERVICES**

**C.5.2.1. TELEVISION**

(a) Production:

The contractor shall provide qualified personnel as required to operate a state-of-the-art television production facility. The facility consists of multi-format, AB roll, Time Code editing using Electronic Field Production technique. Specialties required are: script writers, program directors, videographers, directors, photographers, video tape editors, and character generator operators and non-linear tape editors.

(b) Broadcast:

The contractor shall provide qualified personnel as required to operate a state-of-the-art satellite television broadcast facility. The facility will consist of a multi-camera studio with complete support facility consisting of a satellite uplink, downlink, video tape, video effects, digital effects, multi-channel two-way audio, encryption and lighting system supporting the agency satellite network. The agency network consists of over 50 receive locations and will grow to over 400 locations. Specialties required are: script writers, program directors, technical directors, photographers, video tape editors, and character generator operators.

#### **C.5.2.2. GRAPHIC PRODUCTION**

The contractor shall provide qualified personnel as required to operate a state-of-the-art graphics production facility supporting classroom training, conferences, briefings, distance learning initiatives, television production and television broadcasts and interactive video training broadcasts.

Graphics produced will be slides, transparencies, posters, charts, electronic projections, etc. There will be requirements for free hand art, cut and paste, computer generated graphics and manipulation of digital, video and photographic images.

Graphics supporting instruction shall meet rigid deadlines. Graphics supporting conferences and briefings will have very short deadlines.

Personnel shall have experience in commercial design and computer graphics with at least three years of verifiable work experience in these areas.

#### **C.5.2.3. DOCUMENT PRODUCTION**

The contractor shall provide qualified personnel as required to produce grammatically correct, high quality, error-free training documents (including paper-based materials, transparencies, wallcharts and electronic projection materials,) publications including both internal (CMD) and external (inter- and intra-agency) communications, periodicals and general correspondence in compliance with Government printing regulations. Personnel shall be able to use vendor-provided documentation and adapt to various word processing and publishing software without additional formalized training at Government expense. Personnel shall adapt quickly to changing requirements, setting mutually agreed-on priorities and schedules in order to meet established deadlines.

The contractor shall produce, as required, periodicals which will be distributed to all levels of agency personnel. Publishing techniques for these periodicals will meet state-of-the-art standards.

Documents produced shall be camera ready masters, with all graphics and related materials electronically integrated, as required by the Contracting Officer's Technical Representative (COTR.) Electronic and paper masters of all documents produced shall be archived for reference. Instructional support documents requiring high volume reproduction will be submitted to the COTR with accompanying completed print request.



Personnel shall demonstrate a background in publishing and document production techniques, a minimum typing speed of 80 WPM and at least 3 years verifiable experience in the preparation of multi-page documents featuring integrated electronic components.

**C.5.2.4. INSTRUCTIONAL TECHNOLOGY**

The contractor shall provide qualified personnel to produce instructional programs to be delivered by various technologies, such as Video Disk, Computer Based, Computer Aided, etc. Personnel providing service shall have verifiable experience in producing required types of programs.

The Government will provide subject matter experts and facilities as required.

**C.5.2.5. EDITORIAL SERVICES**

(a) Writing:

Using the highest publishing standards, the contractor shall produce a quarterly periodical which will enhance the image of the CMD and the FAA management, presenting news of CMD activity and related Human Resource Management activity. This publication shall consist of articles and materials submitted by personnel throughout the CMD organization.

It is the responsibility of any person who submits articles or materials for printing and publication to insure that there is no plagiarism or copyright infringement in the submitted materials and that all materials have been properly documented.

Contractor personnel providing services under this paragraph must have three years verifiable experience producing similar high quality professional publications.

Each completed publication shall be submitted to the COTR for printing in camera ready format meeting the conditions of paragraph C.5.2.3. above.

(b) Editing:

The contractor shall provide, in association with the developers of submitted materials and related subject matter experts, qualified proofreading and editing services as required to insure high quality, properly styled, grammatically correct and error-free documents and publications.

Personnel providing service shall have a degree in English or three years verifiable experience in proofreading or a related area.

Personnel providing service must demonstrate a strong commitment to excellence and a desire to produce documents and publications of the highest quality which will enhance pride in the FAA and confidence in FAA Management.

**C.5.3. TASK B - LIBRARY SERVICES**

**C.5.3.1. RESIDENT LIBRARY**

The contractor shall provide qualified personnel to operate the CMD Library, which consists of over 8,000 items in various media, including but not limited to books, periodicals, microfiche, video tapes, audio tapes, video disks, computer based programs, various electronic data bases, etc., and associated hardware. The Library also features seven desktop PC workstations, Internet, and LOTUS e-mail access terminals for student use. The Library supports all CMD personnel, staff, students, and all participants in conferences and other CMD activities, at a rate of approximately 2,500 usages per month.

The contractor shall provide personnel to deliver the full range of normal library services, including but not limited to checking materials in and out, maintaining materials in an orderly manner, assisting users in locating information and materials, assisting users with the operation of available hardware and software, maintaining library catalogs and files, following up on overdue materials, maintaining security of materials as applicable, etc.

The contractor shall continually monitor new materials and methods of operation which become available and will recommend items for purchase that will best support the CMD mission while balancing benefit and available budget levels. Items recommended for purchase will be submitted to the COTR on a completed procurement request for approval.

Reports of activity and user satisfaction will be provided as required by the COTR.

**C.5.3.2. LENDING LIBRARY**

The contractor shall provide qualified personnel to operate the CMD Lending Library which supports all agency supervisors, managers, and candidates. The Lending Library maintains a catalog of available materials which is distributed to approximately 14,000 agency personnel. These materials may be requested by telephone, mail, electronic mail, voice mail or in person. Requests are filled by direct issue or return shipment. Approximately 1,000 requests are filled each month. The contractor shall provide qualified personnel to receive requests and offer advice on material selection from 8 a.m. to 5 p.m., Monday through Friday. Available material shall be shipped within 8 working hours of request. Requests for materials not available will be placed on back order and filled within 8 working hours of availability.

Back order levels shall be monitored. Completed procurement requests for all materials that have a back order list exceeding 8 weeks shall be submitted to the COTR. Reports of activity shall be submitted as required by the COTR.

**C.5.4. TASK C - LOGISTICS SERVICES**

**C.5.4.1. PROCUREMENT**

The contractor shall provide qualified personnel to provide recommendations to the COTR for procurement of training supplies and materials necessary for the operation of CMD. The contractor shall develop procurement requests, Department of Transportation (DOT) Form 4200-1, for procurement of these training supplies and materials and submit the forms to the COTR for approval.

Personnel providing these services shall maintain current knowledge of all applicable Government procurement regulations, including purchasing processes for standard Purchase Request and Order and the USG VISA card program, and shall maintain accurate tracking and reporting systems to ensure procurement integrity.

**C.5.4.2. PROPERTY MANAGEMENT**

**(a) Stocks and Stores**

The contractor shall provide qualified personnel as required to monitor and maintain established inventory levels of required training supplies and materials.

Personnel provided must be capable of auditing course materials and class delivery schedules and independently determining the required stock level and required order dates to insure that all scheduled training activity will be supported with proper materials and without interruption. All materials will be stored in an orderly manner so as to protect against damage, unauthorized use, and personnel injury. A current inventory will be maintained of all materials accurate to within one working day.

A tracking system approved by the COTR will be maintained on all received and issued materials to prevent waste or unauthorized use.

**(b) Government Owned Furniture and Equipment**

**(1) Inventory, Quarterly**

The contractor shall be required to prepare on a quarterly basis an inventory report of all common use equipment and furniture. All acquisitions, losses, damages and disposals shall be documented and prepared for signature by the Property Custodian in accordance with FAA Order 4650.21B "Management and Control of In-Use Personal Property" (Attachment 5.) Property acquired shall be properly coded and marked, and documentation of acquisition shall be compiled and appended to the quarterly report. Property disposals documentation shall also be compiled and appended to the report. This report will be presented to the COTR for forwarding to the Property Records Office (AMQ-160.)

(2) Inventory, Annual

The contractor shall be required to inventory all Government-owned property on an annual basis. The inventory shall be scheduled by the COTR in accordance with FAA Order 4650.21B "Management and Control of In-Use Personal Property " (Attachment 5.) Any discrepancies from the prior year and cumulative quarterly reports shall be properly documented and prepared for signature by the Property Custodian, in accordance with FAA Order 4650.21B "Management and Control of In-Use Personal Property." This report will be presented to the COTR for forwarding to the Property Records Office (AMQ-160).

(3) Records Maintenance

The contractor shall be required to maintain all property records in accordance with FAA Order 4650.21B "Management and Control of In-Use Personal Property. "

**C.5.4.3. SHIPPING AND RECEIVING**

The contractor shall provide qualified personnel, as required, to ship and receive materials for the CMD. Materials handled will include, but are not limited to, training supplies, course materials, information packages, correspondence, furniture, training equipment, etc. Approximately 4,000 items will be handled per month.

The Government will provide all required handling equipment and storage space.

**C.5.4.4. DISTRIBUTION**

The contractor shall provide personnel, as required, to distribute training materials, supplies and correspondence within the CMD facility. Items will be distributed to individual offices, work stations, classrooms, conference rooms, etc., as required.

Personnel provided must be able to operate independently using class schedules, employee locator list, etc., to determine the required distribution destination and time requirements for materials.

**C.5.4.5. STOCKING**

The contractor shall provide qualified personnel, as required, to stock training materials and supplies in designated storage areas. Items will be delivered by commercial carriers to the CMD receiving point. The contractor shall provide personnel to unload and receive the materials, collect the required receiving reports, distribute materials as required, forward receiving reports, etc.

Personnel providing service must be capable of lifting up to 70 pounds.

The Government will provide the required material handling equipment.

**C.5.4.6. DOCUMENT REPRODUCTION**

The contractor shall provide qualified personnel and equipment to reproduce, on-site, low volumes of documents requiring quick turnaround, as required to support CMD training, conferences, and briefings.

The contractor shall provide two document reproduction systems:

(a) One unit shall be capable of approximately 100 copies per minute, defect free, black and white, collated and stapled, with quality equal to or better than a Xerox Model 1090 or 5100.

(b) One unit shall be capable of 7.5 copies per minute, defect free, full (four) color, collated, reproduction quality equal to or better than a Xerox Model 5775.

The contractor shall provide all equipment, maintenance and operating personnel required. The Government will provide space, utilities and all paper required.

**C.5.5. TASK D - MEETING SUPPORT SERVICES**

**C.5.5.1. VIDEO CONFERENCE**

The contractor shall provide qualified personnel, as required, to support video conferences conducted at CMD. Personnel provided will serve as technologists for various groups and types of meetings. Personnel provided must be proficient in the use of video conference systems, should have good human relation skills, and will be able to work with various levels of personnel, assisting them in using the technology to the greatest advantage of the specific group.

**C.5.6. TASK E - RESEARCH AND EVALUATION SERVICES**

**C.5.6.1. COURSE AND PROGRAM EVALUATION**

The contractor shall provide qualified personnel, as required, to design and implement course and program training evaluations to include: needs assessment and analysis; achievement of learning objectives; performance of end of course/program evaluations; conduct of follow-up evaluations on transfer of learning to the workplace; and performance of evaluations on return on customer expectations, return on investment, and organizational results. Systematic training evaluation processes shall be used for initiating, designing and implementing the evaluation; for analyzing the findings and for reporting the results.

**C.5.6.2. EVALUATION DESIGN**

The contractor shall provide qualified personnel, as required, to design training evaluations to support the CMD Evaluation Program. Services required shall include tasks such as preparing the evaluation questions to guide the evaluation effort, selecting the appropriate data collections tools

and preparing the evaluation design strategy and plan. Data collection tools shall include tools such as questionnaires, interviews, direct observations, critical incident analysis, achievement tests and performance measures and review of records, etc.

**C.5.6.3. DATA COLLECTION**

The contractor shall provide qualified personnel to collect data to support the CMD Evaluation Program. Services required shall include tasks such as designing, pilot testing and administering questionnaires, surveys and other data collection tools and instruments; preparing mailing lists; conducting interviews; coding and reconciling responses; maintaining data bases; running reports; etc.

**C.5.6.4. DATA ANALYSES**

The contractor shall provide qualified personnel, as required, to perform qualitative and quantitative analyses to support the CMD Evaluation Program. Services required shall include tasks such as the application of statistical tools for analysis of findings; test item analysis, reliability and validity analyses; developing report routines; summarizing and presenting findings in written reports and briefings; formulating recommendations based on findings; maintaining currency in state-of-the-art evaluation analysis methods and applying that currency to increase the efficiency and effectiveness of the Evaluation Program.

Personnel performing evaluation tasks, other than data entry, shall:

- (a) Be capable of working independently with very limited direction;
- (b) Have strong oral communication skills and the ability to work effectively in a team-oriented environment, either as a lead or a member;
- (c) Have strong written communication skills appropriate to summarizing and reporting evaluation findings, drawing conclusions, and making recommendations;
- (d) Have an advanced degree in Education or Training, Psychology, Sociology or Business, with an emphasis in program evaluation and measures of effectiveness; and
- (e) Have a minimum of one year of verifiable experience in program evaluation, including evaluation design, data collection and analysis and report writing.

**C.5.7. TASK F - ADMINISTRATIVE SERVICES**

**C.5.7.1. CLERICAL**

The contractor shall provide qualified personnel, as required by the COTR, to provide clerical services, such as typing, word processing, filing, answering telephones, coordinating office traffic, etc. Personnel providing service shall be capable of:

- (a) Producing grammatically correct, high quality, error-free documents and correspondence in compliance with Government standards.
- (b) Using vendor-provided documentation and adapting to Government-furnished software without additional formalized training at Government expense.
- (c) Typing from handwritten draft and oral instruction, producing grammatically correct,

error-free final documents.

**C.5.7.2. DATA ENTRY**

The contractor shall provide qualified personnel as required to enter accumulated data into selected data bases, forms, etc. Personnel providing services shall be capable of:

- (a) Extracting data from handwritten, oral or machine-stored sources and entering the information into the proper database.
- (b) Operating automated systems, entering information directly into a database.
- (c) Extracting reports as directed by the COTR.

**C.5.8. TASK G - INFORMATION SERVICES**

**C.5.8.1. NETWORK SUPPORT**

The contractor shall provide qualified personnel, as required by the COTR, to maintain the CMD Local Area Networks (LANs). Support required shall include:

- (a) Network configuration/reconfiguration, as required, to accommodate new work stations, customers, software, etc.
- (b) System and data backups and restoration.
- (c) File maintenance.
- (d) System training for new customers.
- (e) Customer training for new software or system configuration.

Personnel providing service must:

- (a) Have a minimum of one year of verifiable experience managing computer systems . Must have been managing a LAN with a minimum of ten workstations.
- (b) Be capable of using vendor-provided documentation to configure LANs to meet requirements as determined by the COTR without additional training cost to the Government.
- (c) Be capable of installing software packages as required by the COTR.
- (d) Maintain currency in knowledge of state-of-the-art technology in personal computers (PCs) and LANs, and provide advice to the COTR in the application of current PC technology to CMD needs.
- (e) Have general experience in Data Base development and particular experience in the maintenance of MS ACCESS and LOTUS Notes.
- (f) Have working knowledge of interoffice mail systems and World Wide Web Internet and Intranet capabilities.

**C.5.8.2. SOFTWARE SUPPORT**

The contractor shall provide qualified personnel, as required by the COTR, to:

- (a) Install ADP software.

**DRAFT - DRAFT - DRAFT - DRAFT - DRAFT - DRAFT - DRAFT - DRAFT - DRAFT**

DTFA-02-97-R-90033

Attachment 1

Administrative & Management Support Services, CMD, Palm Coast Florida

Performance Work Statement

May 1997

- (b) Check ADP systems for proper operation.
- (c) Troubleshoot ADP systems and correct under introduced malfunctions.
- (d) Configure user software to meet specific user needs.

**C.5.9. TASK H - ORGANIZATIONAL HEALTH SERVICES**

The contractor shall provide qualified personnel, as required by the COTR, to provide:

**C.5.9.1. HEALTH SCREENING SERVICES**

- (a) Blood chemistry analysis.
- (b) Blood pressure measurement.
- (c) Body fat measurement.
- (d) Physical fitness evaluation.

**C.5.9.2. HEALTH INFORMATION**

- (a) Group briefing on health risks and healthy lifestyles.
- (b) Distribution of information on health risks and healthy lifestyles.
- (c) Recommendation of related media available for purchase.
- (d) Promotion and encouragement of CMD personnel, students, guests and staff to participate in CMD activities which contribute to individual health.

**C.5.9.3. WELLNESS ACTIVITIES**

Coordinate maintenance of CMD wellness facility and equipment.

**C.5.9.4. EMERGENCY MEDICAL SERVICE PERSONNEL**

Certified Emergency Medical Technician with CPR Instructor Certification.

**C.5.10. TASK I - SUPPORT SERVICES COORDINATION**

**C.5.10.1. ON-SITE COORDINATOR SERVICES**

The contractor shall provide an on-site coordinator and administrative personnel required to receive requests for service, coordinate delivery of services, and assure quality of service. For requirement for on-site authority, see C.1.2.1 and C.1.6.

**C.5.10.2. TRANSPORTATION SERVICES**

The contractor shall provide a seven-passenger cargo van during normal business hours to:

- (a) Transport personnel in performance of this contract within a 150 mile radius of CMD.
- (b) Transport supplies, materials, mail and equipment, as required, between facilities at the request of the CMD.
- (c) To pick up and deliver supplies, materials, mail and equipment as required from local



vendors within a 150 mile radius of CMD.

- (d) Transport video production equipment between CMD and field production sites.

The van shall be in good repair, less than five years old, with less than 50,000 actual miles use. The contractor shall assume all liability for personal injury or property damage resulting from the operation of the vehicle provided.

**C.5.11**                      **TASK J - TRAVEL SERVICES**

**C.5.11.1.**                      **LOCAL AREA TRAVEL**

Contractor will provide transportation for contract personnel in the local area in performing tasks of this contract in accordance with Paragraph C.5.10.

**C.5.11.2 .**                      **OUTSIDE LOCAL AREA TRAVEL**

Travel required outside the local area (150 mile radius) shall be performed in accordance with Federal Travel Regulations.

**C.5.11.3.**                      **TRAVEL COSTS**

Travel costs will be reimbursed at actual cost in accordance with current Federal Travel Regulations.

**TECHNICAL EXHIBIT 1**

*Annual Workload Projections*

The requirements listed in this PWS shall be conducted at the CMD, Palm Coast, Florida, FAA field sites, and at other locations arranged by the FAA, such locations to be determined by the FAA.

The following are estimated workloads per fiscal year. There is no guaranteed amount. The following information shall be used for the basis of the proposal, however, it may be subject to change as a result of changes in requirements. For pricing purposes, offers shall be based on the identical workload projections for the four option years.

<b>Task</b>	<b>Task Title</b>	<b>Estimated Number of Hours</b>	<b>Not-To-Exceed Estimate</b>
A	Media Services	13,520	
B	Library Services	7,072	
C	Logistics Services	8,840	
D	Meeting Support Services	4,160	
E	Research and Evaluation Services	6,240	
F	Administrative Services	4,160	
G	Information Services	4,160	
H	Organizational Health Services	3,120	
I	Support Services Coordination	2,080	
J	Travel Services:		
	Local Area: 150 mile radius		10,000 miles
	Outside Local Area: more than 150 mile radius		150 employee days per year